

Medical Services Initiative



Member Handbook



***Orange County Health Care Agency
MSI Program
www.ochealthinfo.com/medical/msi***

Table of Contents

Mission Statement	1
Important Message to Enrollees.....	2
MSI Resources	3
Important Telephone Numbers	3
MSI Website.....	3
Eligibility.....	4
General/Financial Criteria	4
Eligibility Appeals Process.....	5
Application Process	6
Citizenship Guidelines and Requirements.....	6
Medical Services.....	11
Covered Medical Services	11
Non-Covered Medical Services	12
Service Locations	13
MSI Contracted Hospitals	14
MSI Contracted Clinics	16
MSI Dental Clinics.....	18
Minute Clinic Sites	19
Urgent Care Centers	20
How To Find A Medical Home.....	21
Medical Home Policies/Guidelines	21
How to Acquire a Specialist/Other Specialized Services...	22
Patient Education Department (PED)	22
Patient/Provider Relations Office.....	23
MSI/Fraud and Recovery Department	23
Outpatient Services	24
Physical Therapy	24
Diagnostic Testing (Lab, X-ray, MRI).....	24
Prescription Services	24
Drug Authorization	24
Service Locations.....	25
Billing Process	25
Notice of Payment Denial	26
Appeals Process	26
Applicant Rights and Responsibilities.....	27
Other County Resources	29

Mission Statement

The Medical Services Initiative (MSI) is Orange County's safety-net program for low-income adults providing primary, preventive, and emergent medical services through a public-private partnership between the Orange County Health Care Agency and community health care providers.

County of Orange Medical Services Initiative (MSI) Program

Please read this Handbook carefully. It provides important information to assist you to receive medical services through the MSI program.

**My Medical Home (Primary Care Doctor
or Community Clinic) is:**

Name: _____

Address: _____

Phone Number: _____

Important Information for MSI Members Regarding Expanded Benefits

The MSI program has expanded its benefit program as a result of state legislation which brought new funding from the federal government. These expanded benefits include primary and preventive medicine such as regular physicals, mammograms, age-appropriate immunizations, and other types of laboratory and diagnostic services. Additionally, MSI members have access to an assigned primary care physician or community clinic that will serve as their “medical home” (PCP) for all of their general healthcare needs.

The federal funds make it possible for the MSI program to enroll persons who do not have a current medical need. These persons may lose their eligibility at any time if federal funding is no longer available.

It is important to know that acceptance to the MSI program does not guarantee that all medical services you receive are covered benefits. (See pages 11-13 of this Handbook for more information about covered and non-covered services.)

Hospital emergency room services should be used for emergency conditions only. You are encouraged to use your medical home/primary care physician (PCP) for all of your general healthcare needs. See Medical Home Policies (pages 21-22).

You may also choose to contact your local urgent care center for non-emergent conditions. A list of contracted urgent care centers is found on page 20 of this Handbook.

Important Telephone Numbers

MSI 24/7 Nurse Line (800) 381- 9221

Patient Education Department (PED) (800) 417-4262

MSI Patient Relations..... (866) 613-5178

MSI General Information (714) 834-6248

SSA Eligibility Information Line..... (866) 979-6772

Other Helpful Telephone Numbers

General Relief/Food Stamps (714) 834-8899

Medi-Cal – General Information Line..... (800) 281-9799

Social Security/Supplemental Security

Income (SSI) Applications (800) 772-1213

211 Orange County (General Community

Resources – Shelter, Job Training,

Counseling, etc.)211

Public Health General Information..... (714) 834-4722

For more information and frequently asked questions, visit the MSI Web Site at

www.ochealthinfo.com/medical/msi

Eligibility

You may be eligible for MSI benefits if you:

- Are able to provide proof of legal permanent resident status or U.S. citizenship;
- Can provide proof that you are an Orange County resident (
- Are between the ages of 19 and 64;
- Have an income that is no more than 200% of the Federal Poverty Level (FPL)'
- Cannot pay for the medical care you need;
- Are not eligible for Medi-Cal

NOTE: The MSI program does not have an asset test.

Call the SSA Eligibility Information Line at (866) 979-6772 or MSI General Information at (714) 834-6248 if you have any questions about the qualifications listed above.

MSI eligibility:

- Can only be determined by the Orange County Social Services Agency (SSA).
- Is approved for twelve (12) consecutive months.
- Is renewable. You must reapply every twelve (12) months.
- Can be suspended or discontinued if obtained fraudulently or the MSI program determines that you no longer meet the eligibility guidelines as stated above. Applicants must cooperate with SSA by making a good faith effort to furnish the required information upon request.

To contact an SSA Eligibility Technician, call (866) 979-6772. An Eligibility Technician will respond to your call. Be sure to leave your name, Social Security number, current address, phone number, and the reason for your call.

If your eligibility is denied, you:

Will be sent a Notice of Action (NOA) letter stating why your eligibility has been denied. You may appeal this denial by completing the form on the back of your NOA letter and mailing it to:

Orange County Social Services Agency
Appeals Unit
P.O. Box 22001
Santa Ana, CA 92702-2001

You may disenroll from MSI at anytime by calling the MSI Patient Education Department at (800) 417-4262. Disenrollments will take place on the last day of the month in which you make your request.

Application Process

To apply for MSI coverage, you must:

- Make an appointment to complete an application
- Provide proof of Orange County residency (i.e. driver license, car registration, or utility bill)
- Sign a Credit Authorization release form
- Provide proof of income (i.e. recent pay stubs, unemployment benefits statement, cancelled checks),
- Provide proof of age
- Provide proof of legal permanent resident status (Alien card must be provided)
- Provide proof of identity and citizenship (this only needs to be provide once).

Acceptable Citizenship and Identity Documents

The easiest way for U.S. citizens or nationals to provide both proof of citizenship and identity is with one of these documents:

- U.S. Passport issued without limitation (expired ones are acceptable)
- Certificate of Naturalization (N-550 or N-570)
- Certificate of U.S. Citizenship (N-560 or N-561)

OR — If you do not have one of the documents above,
then provide.....

One citizenship document from the top columns AND One identity document from the
bottom columns (see page 7).

Citizenship Documents

1. U.S. Birth Certificate
 2. Certification of Report of Birth (DS-1350)
 3. Report of Birth Abroad of a U.S. Citizen (FS-240)
 4. State Department Certification of Birth (FS-545 or DS-1350)
 5. U.S. Citizen Identification (I-197 or I-179)
 6. American Indian Card (I-872)
 7. Northern Marianas Card (I-873)
 8. Final adoption decree showing a U.S. place of birth
 9. Proof of employment by the U.S. civil service before June 1, 1976
 10. U.S. military service record that shows a U.S. place of birth
 11. U.S. hospital record established at the time of the person's birth *
 12. Life, health, or other insurance record *
 13. Federal or State census record that shows the applicant's age and U.S. citizenship or place of birth
 14. Seneca Indian tribal census record *
 15. Bureau of Indian Affairs tribal census record of the Navajo Indians *
 16. U.S. State Vital Statistics birth registration notification*
 17. An amended U.S. public birth record (amended more than 5 years after the person's birth) *
 18. Statement signed by doctor or midwife present at the time of birth *
 19. Admission papers from a nursing or skilled care facility, or other institution that shows a U.S. place of birth
 20. Medical record (not an immunization record) *
- * Must be dated at least 5 years before your first MSI application and show a U.S. place of birth. You must provide a document as high on the list as you can.

Identity Documents

(Note: Expired identity documents are acceptable proofs of identity)

1. Driver's license issued by a U.S. State or Territory with a photograph or other identifying information
2. School Identification card with a photograph
3. U.S. Military I.D. card or draft record
4. Federal, state or local government I.D. card with same identifying information as a driver's license
5. U.S. Military dependent identification card
6. A U.S. passport (issued with limitation)
7. Certificate of Degree of Indian Blood or other U.S. American Indian/Alaska Native Tribal document
8. U.S. Coast Guard Merchant Mariner Card

If you cannot provide any of the citizenship documents listed on page 7, ask two adults to fill out and sign an **Affidavit of Citizenship**. Both adults must have proof of their own identity and U.S. citizenship, and only one of them may be related to you.

Obtaining a Birth Certificate in Person:

Under law, individuals appearing in person will be permitted to receive an authorized copy after presenting a valid government form of identification and signing a statement sworn under penalty of perjury that the requester is an authorized person. Those who are not authorized by law to receive an authorized certified copy will receive a certified copy marked INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH IDENTITY.

Vital records (birth, marriage, and death records) are located in Room 106 of the Hall of Finance and Records in Santa Ana. Office hours are Monday through Friday, from 8:00 a.m. to 4:30 p.m. Payment can be made by cash, personal check, cashier's check, money order, or ATM/Debit card.

Obtaining a Birth Certificate by Mail:

A copy of a birth certificate can be obtained by mail if the birth occurred in Orange County, unless there has been an adoption or a legal name change. There is a charge for certified copies and orders are normally processed within 5 to 10 working days. Applications submitted by mail must also include a statement, sworn under penalty of perjury, that the requester is an authorized person. It must also be notarized. Applications are available at Online Forms. Use a separate application form for each record you are requesting.

PLEASE NOTE: Only one notarized sworn statement is required for multiple certificates requested at the same time; however, the sworn statement must include the name of each individual whose record you wish to obtain and your relationship to that individual. Those who are not authorized by law (visit <http://www.ocrecorder.com/OrderGuide.Asp> to see who is authorized) to receive an authorized certified copy will receive a certified copy marked "INFORMATIONAL, NOT A VALID DOCUMENT TO ESTABLISH - IDENTITY."

Mail requests to:

Orange County Clerk-Recorder
Attn: Vital Records
12 Civic Center Plaza, Room 106
Santa Ana, CA 92701

Make checks payable to: Orange County Clerk-Recorder

Obtaining a Birth Certificate by Telephone

You may place your request by telephone with VitalChek, a private independent company. Acceptable methods of payment through VitalChek are MasterCard, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders, in addition to the County of Orange certified copy fee.

Telephone orders will be processed within 5 working days of receipt of the Certificate of Identity. Telephone orders will be returned by regular mail unless expedited delivery is requested for an additional fee. To place a telephone order or for additional information, please call VitalChek at (877) 445-8988.

Obtaining a Birth Certificate by Fax

For those in need of a quick turnaround time, you may fax your request to VitalChek, a private independent company, at (866) 559-9609. Acceptable payment methods through VitalChek are Master Card, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders in addition to the County of Orange certified copy fee. For information and pricing, please call (877) 445-8988.

Fax credit card orders will be processed within 5 working days of receipt of the Certificate of Identity. Fax orders will be returned by regular mail unless expedited delivery is requested for an additional fee.

For up-to-date information and fees, please call (877) 445-8988.

Obtaining a Birth Certificate Over the Internet

For those in need of fast turnaround time, you may place your request over the Internet with VitalChek, a private independent company. Acceptable methods of payment through VitalChek are Master Card, VISA, American Express or Discover. A special handling fee collected by VitalChek will be charged on all credit card orders, in addition to the County of Orange certified copy fee. Internet credit card orders will be processed within 5 working days of receipt of the Certificate of Identity. Internet orders will be returned by regular mail unless expedited delivery is requested for an additional fee. For information, and pricing, please call (877) 445-8988. Or visit www.vitalchek.com.

To Schedule an Appointment to Apply

The MSI program contracts with most hospitals and community clinics in Orange County. These hospitals and clinics take MSI applications **by appointment only**.

For a list of the hospitals and community clinics that take MSI applications, please refer to the service locations listed on pages 14-17 of this Handbook or call MSI Program Support at (714) 834-6248 for assistance.

To make an appointment to complete an application, call the main number of the hospital or community clinic nearest to you and ask to speak to the MSI representative. The MSI representative will make an appointment for you to complete the MSI application. Ask the MSI representative what information you need to bring to the interview to complete the application process.

Note: It may take up to six weeks to process an application from the date you apply to the Program. Failure to provide required information may result in a delay or denial of MSI eligibility.

To reapply to the MSI program, you must continue to meet all the eligibility requirements and follow the application process outlined above.

Note: You may complete the application in the 12th month of your current eligibility period to ensure your coverage remains in effect. It is recommended that you call at least 45 days before your eligibility terminates to schedule an appointment for reapplication.

After the Social Services Agency receives your application, you:

- Will be sent a NOA (form 2391) informing you whether your eligibility for the Program is approved or denied.
- Must read all information sent to you.

Once your MSI application is approved you:

- Are eligible for twelve (12) months at a time
- Must show each provider of service a copy of your NOA letter or Member Identification Card
- May reapply for MSI to renew your benefits for continued coverage
- Must repay the MSI program for all medical services paid in the event of a Workers' Compensation, insurance or accident claim settlement, or if it is determined that you have fraudulently used MSI services.

If your application is approved and you are disabled, you:

- Are required to apply for Medi-Cal, State Disability, or Workers' Compensation.
- Are encouraged to apply for Federal or State benefits such as Supplemental Security Income (SSI) or State Supplemental Program (SSP).

Medical Services

Covered Medical Services

Acceptance to the MSI program does not guarantee that all services you receive are covered benefits. MSI eligibles may opt to pay out-of-pocket for services (such as plastic surgery not covered through the MSI program). Please note however that your provider must accept MSI's payment as "payment in full" for covered or authorized services. Your provider is not permitted to charge you for services that would have been covered under MSI's benefit plan.

All non-emergency medical services must be rendered in Orange County to be considered for reimbursement. Covered services include:

- Physician including Primary/Specialist care and preventive medicine. Physicians must be registered as a network provider with the MSI program to receive reimbursement.
- Hospital care (in-patient and out-patient).
- Emergency ambulance transportation to an MSI contracted facility. Paramedic services are not a covered benefit. Call your local fire department to inquire about their fees.
- Non-Emergency transportation (see page 24).
- Physical therapy, general x-rays, ultrasounds, MRIs, CT scans, mammograms, and other diagnostics. These services must be provided at MSI contracted facilities.
- Podiatry services
- Durable Medical Equipment, medical equipment and supplies as prior-authorized through your Primary Care Physician.
- Prosthetic and orthopedic appliances and devices as prior-authorized through your Primary Care Physician
- Laboratory work including Pap smears, PSA blood levels, urine analyses including urine dip-stick for pregnancy. Laboratory services are provided through Quest Diagnostics. All laboratory specimens should be sent to Quest Diagnostics for processing.
- Mental Health Services (see page 28).

Please note that MSI does not charge a co-pay for office visits, specialty visits, or hospital stays.

Note: Most services rendered outside of your assigned Medical Home/PCP must be prior authorized. Please follow up with your provider to ensure that he/she has received proper approval before you seek specialty care.

Medical Services Not Covered

- Services received outside of your Medical Home not prior authorized.
- Non-Emergency Medical Services provided at non-contracted facilities. .
- Non-Emergency Medical services rendered outside of Orange County.
- Medical services that do not meet the purpose of the MSI program.
- Non-formulary medications.

- Pregnancy, including complications of pregnancy (exception is urine “dip stick” to test for pregnancy).
Note: Pregnant women should apply for Medi-Cal by calling (800-281-9799).
- Treatment in an extended or long-term care facility.
- Adult day care services.
- Acupuncture/chiropractic services.
- Hearing aids and eyeglasses.
- Medical transportation to non-contracted facilities.
- Medical services for persons under 19 and over 64 years old.

Service Locations

Medical Care may only be provided by physicians within the network. Your Medical Home/PCP is generally the only provider who does not need an authorization to provide care. To see a complete list of Medical Home providers, please go to our website at: <http://www.ochealthinfo.com/medical/msi/providers/news.htm> under “Medical Home Lists”.

Except for emergencies that are life or limb threatening, always contact your primary care physician for your ongoing medical needs.

Note: Please refer to page XX-XX for information about medical homes.

MinuteClinics - Available throughout Orange County.

Board certified practitioners are available every day to diagnose and treat common family illnesses such as strep throat, bronchitis, ear, eye, and sinus infections. MinuteClinics are open everyday and no appointments are necessary. MinuteClinics see most patients within 20 minutes of arrival.

- | | | |
|-----|-------------------|---|
| 1. | Aliso Viejo: | 26891 Aliso Creek Road, Aliso Viejo 92656 |
| 2. | Buena Park: | 8850 Valley View Street, Buena Park 90620 |
| 3. | Costa Mesa: | 1150 Baker Street, Costa Mesa 92626 |
| 4. | Huntington Beach: | 19121 Beach Blvd., Huntington Beach 92648 |
| 5. | Irvine: | 14330 Culver Drive, Irvine 92604 |
| 6. | Mission Viejo: | 25272 Marguerite Pkwy., Mission Viejo 92692 |
| 7. | Orange: | 1535 East Katella Avenue, Orange 92867 |
| 8. | San Clemente: | 638 Camino De Los Mares, San Clemente 92673 |
| 9. | Seal Beach: | 921 Pacific Coast Highway, Seal Beach 90740 |
| 10. | Yorba Linda: | 18080 Imperial Highway, Yorba Linda 92886 |

Urgent Care Centers

Available after hours and on weekends, urgent care centers are able to treat a wide variety of illnesses and injuries with convenient locations and hours (including evenings, weekends, and holidays.) No appointment is necessary but you should call ahead for faster service.

Aliso Viejo

South Coast Medical Group
5 Journey, Suite 130, Aliso Viejo, CA
(949) 360-1069
Mon – Fri: 8am to 7pm
Sat: 9am to 3pm
Sun: 10am to 3pm

Anaheim

Gateway Urgent Care
1303 N. Euclid Street
(714) 778-3838
Mon – Fri: 8am to 10pm
Sat & Sun: 9am to 5pm

OC Urgent Care
631 S. Brookhurst Street, Anaheim, CA 92804
(714) 991-5700
Mon – Fri: 10 a.m. – 6 p.m.;
Sat: 10 a.m. – 6 p.m.

Buena Park

Caceres Medical Group
8585 Knott Avenue, Suite 101, Buena Park, CA.
(714) 821-8588
Mon – Fri: 8am to 5pm
Sat: 8am to 12pm

Foothill Ranch/Lake Forest

OC Urgent Care
26781 Portola Parkway, Suite 4E, Lake Forest, CA.

(714) 991-5700

Mon – Fri: 10 a.m. – 6 p.m.:

Sat: 10 a.m. – 6 p.m.

Huntington Beach

Huntington Beach Urgent Care

17752 Beach Blvd, Suite 203, Huntington Beach, CA.

(714) 841-1040

Mon – Fri: 8am to 8pm

Sat & Sun: 9am to 6pm

Orange

Sunrise Multispecialty Medical Center

867 S. Tustin Avenue, Orange, CA.

(714) 771-1420

Mon – Fri: 7 a.m. – 10 p.m

Sat & Sun: 9 a.m. – 5 p.m.

San Juan Capistrano

Partners In Health

32241 Camino Capistrano, Suite A-105, San Juan Capistrano, CA.

(949) 661-6555

Mon – Fri: 8am to 5pm

Sat & Sun: CLOSED

NOTE: Need help choosing between a MinuteClinic and an urgent care center? Please call our 24-hour Nurse Advice Line at (800) 381-9221 for immediate assistance.

MSI Contracted Community Clinics

Anaheim

Altamed

1814 W. Lincoln Ave., Anaheim, 92801

714-780-5690

Central City Community Health Center

2235 W. Ball Road, Anaheim, 92804

(714) 520-0855

UCI Family Health Center - Anaheim

300 W. Carl Karcher Way
Anaheim, 92801
(714) 456-6401

Costa Mesa

Share Our Selves

1550 Superior Avenue
Costa Mesa, 92627
(949) 650-0186

Fullerton

Reproductive (Sierra) Health Care Center, Inc.

501 S. Brookhurst Road
Fullerton, 92833
(714) 870-0717

St. Jude Hospital Inc. Mobile Health Clinic

731 S. Highland Avenue
Fullerton, 92835
(714) 446-5700

Garden Grove

Nhan Hoa Comprehensive Health Center

14221 Euclid Street, Suite H
Garden Grove, 92843
(714) 539-9999

Altamed

12751 Harbor Blvd.
Gardem Grove, 92843
714-636-7852

Huntington Beach

Altamed Community Care Centers

8041 Newman Avenue
Huntington Beach, 92647
(714) 847-4222

Laguna Beach

Laguna Beach Community Clinic

362 Third Street
Laguna Beach, 92651
(949) 494-0761

La Habra

The Gary Center

341 Hillcrest
La Habra, 90631
(562) 691-3263

Friends of Family Health Center

501 S. Idaho Street, Suite 100
La Habra, 90631
(562) 690-0400

Orange**La Amistad De Jose Family Health**

353 S. Main Street
Orange, 92868
(714) 771-8006

Santa Ana**Altamed - Central**

1155 W. Central Ave., Ste. 105-107
Santa Ana, 92707
714-557-4080

Altamed - Main

1400 N. Main St.
Santa Ana, CA 92701
714-541-6815

Altamed - Clinic for Women

1227 W. 17th Street
Santa Ana, 92706
714-500-0340

UCI Family Health Center-Santa Ana

800 N. Main Street
Santa Ana, 92701
(714) 456-6401

VNCOC (Asian Health Center)

5015 K-L W. Edinger Avenue
Santa Ana, 92704
(714) 418-2040

San Juan Capistrano**Camino Health Center**

30300 Camino Capistrano
San Juan Capistrano, CA 92675
(949) 240-2272

Tustin**Orange County Rescue Mission
(Hurtt Family Clinic)**

One Hope Drive
Tustin, CA 92782

(714) 247-0300

MSI Contracted Hospitals

Anaheim

Anaheim General

3350 W. Ball Road, Anaheim 92804
714-827-6700

Anaheim Regional Medical Center

1111 W. La Palma Avenue, Anaheim 92801
(714) 999-6161

Kaiser Foundation Hospital - Anaheim

441 Lakeview Avenue, Anaheim 92807
(714) 279-4072

West Anaheim Medical Center

3033 W. Orange Avenue, Anaheim 92804
(714) 229-5794

Western Medical Center Hospital - Anaheim

1025 S. Anaheim Boulevard, Anaheim 92805
(714) 502-2668

Fountain Valley

Fountain Valley Regional Hospital & Medical Center

17100 Euclid Street, Fountain Valley 92708
(714) 966-3316

Orange Coast Memorial Medical Center

9920 Talbert Avenue, Fountain Valley 92708
(714) 378-7588

Fullerton

St. Jude Medical Center

101 E. Valencia Mesa Drive, Fullerton 92635
(714) 992-3000, X3341

Garden Grove

Garden Grove Hospital & Medical Center

12601 Garden Grove Boulevard, Garden Grove 92643
(714) 741-2713

Huntington Beach

Huntington Beach Hospital

17772 Beach Boulevard, Huntington Beach 92647

(714) 842-1473

Irvine

Hoag Memorial Hospital - Irvine Campus

16200 Sand Canyon Avenue, Irvine 92618
(949) 451-6006

Kaiser Foundation Hospital - Irvine

6640 Alton Parkway, Irvine 92618
(949) 932-2881

Laguna Beach

Mission Hospital - Laguna Beach

31872 Coast Highway, Laguna Beach 92677
(949) 364-1400 x2116

Laguna Hills

Saddleback Memorial Medical Center – Laguna Hills

24451 Health Center Drive, Laguna Hills 92653
(949) 452-3177

La Palma

La Palma Intercommunity Hospital

7901 Walker Street, La Palma 90623
(714) 229-5789

Los Alamitos

Los Alamitos Medical Center

3751 Katella Avenue, Los Alamitos 90720
(562) 799-3116

Mission Viejo

Mission Hospital Regional Medical Center

27700 Medical Center Road, Mission Viejo 92691
(949) 365-2116

Newport Beach

Hoag Memorial Hospital Presbyterian

One Hoag Drive, Newport Beach 92663

(949) 764-4624

Orange

Chapman Medical Center

2601 E. Chapman Avenue, Orange 92669
(714) 633-0011, X1210

St. Joseph Hospital - Orange

1100 W. Stewart Drive, Orange 92868
(714) 771-8107

University of California Irvine Medical Center

101 City Drive South, Orange 92668
(714) 456-7328

Placentia

Placentia Linda Hospital

1301 North Rose Drive, Placentia 92670
(714) 993-2000

Santa Ana

Coastal Communities Hospital

2701 Bristol Street, Santa Ana 92704
(714) 754-5558

Western Medical Center - Santa Ana

1001 N. Tustin Avenue, Santa Ana 92705
(714) 953-3409

San Clemente

Saddleback Memorial Medical Center – San Clemente

654 Camino De Los Mares, San Clemente 92673
(949) 489-4960

NOTE: MSI provides emergency dental coverage for eligible members. The list of MSI Dental providers changes often, please call the MSI Information Line at (714) 834-6248 to find the provider nearest you. You can also call the 24-Hour Nurse Advice Line at (800) 381-9221.

For an up-to-date listing of dental providers, please go online to www.ochealthinfo.com/medical/msi.

How To Find A Primary Care Physician (Medical Home)

Your primary care physician (PCP), also known as your medical home, is a very important part of your health care team and is involved in all aspects of your health care. Your PCP helps you stay well by providing a variety of services including:

- Regular physicals.
- Preventive medicine (for example: immunizations, mammograms, Pap smears and PSA blood levels).
- Referral to specialists.
- Post hospital care.
- Ongoing management of acute and chronic disease. (e.g. monitor your medications, provide educational resources on your condition, and provide you with tools to manage your care.)

Note: All MSI eligibles are required to have a PCP and have a choice in the selection of their PCP.

Medical Home Policies and Guidelines

Part of the expansion of the MSI Program resulted in an expansion of our primary care physician (PCP) network. The purpose of this expanded network, which is made up of over 200 General Practice physicians throughout the County, is to provide improved access to primary and preventive services to MSI eligible patients. These PCPs are in addition to the contracted community clinics listed in this handbook.

MSI members may change their PCP once within 30 days of their NOA letter date, and once every 6 months, thereafter.

Members who receive primary care services from a PCP other than their assigned one will not be covered unless prior authorized.

The MSI program will send you a Member Identification Card with your name, assigned PCP (Medical Home), unique MSI member ID number, information about co-payments, if any, and important phone numbers and websites, including MSI Program notification requirement in the event of an emergency. In addition, you will receive a letter called a **Notice of Action**. This document contains your MSI eligibility dates, your assigned PCP (medical home), and other pertinent MSI program information.

Note: It is important to present your **Notice of Action letter** or **Member Identification Card** when you receive medical services.

How to Acquire a Specialist and Other Specialized Services

The utilization management department assists your PCP and other members of your health care team to coordinate inpatient and outpatient services, including referrals to physician specialists, prior-authorization for durable medical goods, home health care, selected surgeries, and limited diagnostic procedures. You may choose providers from the MSI Provider network and/or accept the recommendation of your PCP.

Please be aware that it may take up to five (5) regular working days - for the authorization staff to coordinate a request.

Please contact the member of your health care team who made the request if you have any questions or concerns.

What If My Request for Specialist and Other Specialized Services Is Denied?

MSI members have the right to file an appeal with the MSI Program. Appeals from members may be made in writing. Forms are available on each Notice of Authorization Denial and at the MSI website. (www.ochealthinfo.com/medical/msi)

Please send written appeals to the following address:

**MSI Program
PO Box 355
Santa Ana, CA 92701**

Appeals can also be made by telephone. MSI members can call the MSI Program at (714) 834-6248 or the MSI Patient Relations line at (866) 613-5178.

Translation services are available in most languages via LinguaLinx services.

Appeals must be filed with the MSI Program within sixty (60) calendar days of the date on the Notice of Authorization Denial.

Appeals Process

Once received, the MSI Program will examine your appeal and provide you with a determination within forty-five (45) calendar days of receipt by the MSI Program.

During the examination period, you (or your designated representative) have the right to examine all records/documents under consideration during this appeal.

If requested, you and/or your representatives will be provided a reasonable opportunity to present evidence and allegations of fact or law, in person, in writing, or by telephone, during this examination period.

Forty-five (45) days is the standard time for resolution of an appeal. However, if you feel that you cannot wait for forty-five (45) days, you may request an expedited resolution of your appeal.

This expedited review may be granted by the MSI Program. If it is not granted, the MSI Program will provide you with a written explanation within two (2) calendar days of your request. Your appeal will be handled within forty-five (45) days.

Resolution of Your Appeal

You will receive written a formal Notice of Appeal Resolution of your appeal within forty-five (45) calendar days. This notice will include the results of the appeal process, the final resolution, and the date of completion.

Request for State Fair Hearing and Granting of Denied Services

If you are dissatisfied with resolution of your appeal, you have the right:

1. To request a State Fair Hearing. The instructions for requesting a State Fair Hearing will be included with the Notice of Appeal Resolution. **YOU MUST REQUEST A STATE FAIR HEARING WITHIN NINETY (90) CALENDAR DAYS FROM THE DATE ON YOUR NOTICE OF APPEAL RESOLUTION.**
2. To request that MSI grant the denied services while the State Fair Hearing is pending. The instruction for requesting the denied services will be included with the Notice of Appeal Resolution. **

Please note that if you request that MSI grant the denied services and the State Fair Hearing upholds the denial of services, you will be liable for the cost of the services provided.

If you have any questions about this section, you may contact the MSI Program at (714) 834-6248 or MSI Patient Relations at (800) 613-5178.

Patient Education Department (PED)

This department is in place to guide and help you understand how the MSI program works so you may receive the medical services you need without unnecessary delay.

The PED staff will contact you via phone generally within fourteen (14) days after you are granted MSI eligibility. Some of the information/assistance they will give you includes:

- Basic introduction/overview of the MSI program.
- General information about MSI program policies/procedures.
- Ensure you have important MSI documents.
- Direct/assign you to a PCP (medical home) if you do not already have one.

Patient/Provider Relations Fraud and Recovery Department

The Patient/Provider Relations staff is available to provide information to patients and providers of service. The MSI Patient/Provider Relations Office at (714) 834-5211 has an automated phone system with a selection of important and helpful menu options to assist you.

The Fraud and Recovery Division is responsible to identify and investigate areas of fraudulent activity within the MSI program. This office helps to ensure that all requirements for MSI eligibility and payment are met.

An MSI applicant signs the following declarations on their Rights and Responsibilities form during the application process:

- I declare under penalty of perjury that the answers I have provided in this application are correct and true to the best of my knowledge.
- I understand that the statements on this form are subject to verification and investigation and that my signature on this form constitutes authorization for such an investigation.
- I realize that if I deliberately make false statements, withhold information, or obtain or use MSI program benefits in an unlawful manner, I (or the person on behalf of whom I am acting) may lose MSI benefits and/or be prosecuted. I understand that any benefits I receive fraudulently may be subject to prosecution.

Fraudulent activity is investigated and may result in termination of MSI benefits, prosecution, and a demand for repayment to the MSI program for services received.

Outpatient Services

Where Do I Go for Outpatient Services?

Outpatient services refers to treatments and procedures that do not require hospitalization. These services can include physical therapy, lab work, and, diagnostic procedures. These services require a request from your physician, nurse practitioner or physician assistant. Your provider can work with our prior authorization department to find the nearest contracted provider.

Note: Your health care practitioner may need to obtain authorization for outpatient services.

Laboratory services: Blood and urine analyses are provided through Quest Diagnostics. Pap smears should be sent to Quest Diagnostic laboratories. For a list of locations call (800) 377-8448, select option 2 and enter your zip code.

Prescription Services

**Do I have a co-payment for my medications
and does MSI pay for every drug available?**

Depending on your income level, you may have a \$4.00 co-pay for your prescriptions. (Up to a monthly maximum of \$32.00). Your copayment will be determined at the time of sale.

Note: Medications not covered through the MSI program may be available through the manufacturer at low or no cost. For more information about this service call Partnership for Prescription Assistance (PPA) at (888) 477-2669.

Where Do I Get My Prescriptions Filled?

Medications must be obtained at CVS/Caremark participating pharmacies. Ask your local pharmacy if it is an CVS/Caremark participant. Examples of CVS/Caremark participating pharmacies include CVS, Sav-On, Rite Aid, Walgreens, Target, Wal-Mart, and Costco. You may also call the CVS/Caremark Customer Support Desk at (800) 511-7453 for service locations.

The MSI program uses a list of approved, generic based medications called a drug formulary.

What if MSI Doesn't Cover My Medication?

The MSI program does not pay for all medications. Approved medications are listed on the MSI drug formulary. A copy of the formulary is available on the MSI website at www.ochealthinfo.com/medical/msi or a copy can be sent to you upon your request.

In special circumstances, the MSI program may approve a medication that is not on the MSI Drug Formulary. An MSI Drug Authorization form must be completed by your prescriber and pharmacist, and include justification for the medication. A separate form must be completed for each medication.

The MSI Drug Authorization form is available from CVS/Caremark participating pharmacies or from the CVS/Caremark "Fax on Demand" system at (800) 511-7453 and on the MSI website at www.ochealthinfo.com/medical/msi.

The completed form is faxed to the MSI program for review. The pharmacist and prescriber are notified of the final decision.

What is the non-emergency medical transportation benefit through MSI?

Non-emergency medical transportation is covered if your medical and physical condition makes it impossible for you travel by regular bus or car. You meet MSI rules if you:

- Are unable to sit up and must ride lying down; or
- Are in a wheelchair and not able to move in or out of your chair into a seat or move your chair on your own; or
- Need to travel with specialized services, equipment, or a caregiver.

MSI does not cover public or private transportation, or transportation services to locations that are not for MSI covered services. However, if medically appropriate, MSI may authorize transportation via taxi or other mode of transportation.

If you are in a skilled nursing facility, you may receive non-emergency medical transportation services if you meet the conditions listed above, or you are returning to your facility from a hospital.

How do I receive non-emergency medical transportation services?

To receive non-emergency medical transportation services:

1. The physician will send a request to MSI's Utilization Management Department (UMD) explaining the need for the services.
2. If the request is approved, the UMD will inform the physician the name of the approved transportation company.
3. The transportation company will receive a copy of the authorization.

When will I know if I can get non-emergency medical transportation services?

If your doctor's request is complete, UMD will make the decision within five (5) business days. If the request is approved, UMD will call you one (1) business day after making the decision. If the request is denied, a letter will be mailed to you.

Billing Process

What should I do if I receive a bill from a provider of service?

Immediately contact your provider(s) of service and inform them that you are an MSI eligible. Ask them to submit their bills to:

Advanced Medical Management (AMM)
Attention: MSI Program
P.O. Box 30248
Long Beach, CA 90853
(800) 206-6591

Note: Only providers may submit bills to the MSI program.

You may receive bills from physicians, hospitals, ambulance companies or other providers, if the providers do not know you are an MSI eligible. MSI eligibles are sent a NOA letter and Member

I.D. card that confirms approval to the MSI program. Once approved, a provider must not bill the patient directly if the service is under the scope of care of the MSI Program and the provider fails to bill MSI timely or fails to obtain a prior authorization.

You are responsible to notify your medical providers of your MSI eligibility and to provide proof of your eligibility when you seek medical care.

Note: It is important to notify your provider of your MSI eligibility as soon as possible since they only have 90 days from the date you receive your medical services or from the date on your NOA letter, whichever is later to bill for your care. The NOA mail date is noted on the front of the letter.

If you are not eligible for the Program when you receive a bill, contact the provider and explain that an eligibility determination is pending and that you will notify them of the outcome as soon as possible. In general, the MSI Program will only go back as far as 90 days from the first of the month in which you applied to cover any services if you do become eligible. Please refer to pages 4-6 of this Handbook if you have questions about the eligibility/application process.

Will I receive notification from the MSI program if a provider of service is denied payment?

Yes. There may be several reasons why your claim may not be covered. Some examples might be:

- You were not eligible with MSI when the service was provided;
- There was no prior authorization;
- The non-emergency service was provided by an out-of-network provider;
- The provider did not bill the MSI Program in a timely fashion (90-day rule);
- The service provided was not within the scope of benefit of the MSI Program.

Acceptance to the MSI program does not guarantee that all services you receive are covered.

If the MSI program denies payment on a bill, you are sent a letter from our billing agent (AMM) called a **Notice of Payment Denial**. This notification is not a bill. This letter explains the reason for the denial of payment, the name of the provider of service(s), the dollar amount denied, and the date of service. It provides you the opportunity to work with the provider of service to appeal the denial.

Applicant Rights and Responsibilities

Applicant Rights

I have the right to:

- Be treated fairly and equally regardless of my race, color, religion, national origin, sex, age, sexual orientation or political beliefs.
- Have all the information that I provide kept in strict confidence.
- Receive a written notice from SSA when a decision about my eligibility is made.
- Receive all written communication in the language preference indicated on my application.

- Following approval of my application, select or be assigned to a medical home that best meets my cultural and language needs.
- Receive free language assistance services from my medical providers, including access to toll free TTY-TTD services if needed.
- Have a hearing if I am dissatisfied with the decision made by the Orange County Social Services Agency regarding eligibility. If I want a hearing to appeal the decision, I must ask for it in writing **within 30 days** of the date the Notice of Action was mailed to me. If I do not receive a Notice of Action, I must request a hearing within 30 days from the date I discovered the decision.

The Eligibility Appeals Unit address is:

Social Services Agency
P.O. Box 22001
Santa Ana, CA 92702-2001

Applicant Responsibilities

I have the responsibility to:

- Provide proof that I am a resident of Orange County when requested.
- Provide supporting documentation about my citizenship/immigration status.
- Provide a Social Security number for myself and/or the person requesting MSI benefits.
- Apply for and cooperate in the eligibility determination process for Medi-Cal benefits if I am blind, pregnant, the parent of a child deprived of parental support, a refugee in the U.S. for 8 months or less, or receive skilled nursing facility care.
- Apply for and cooperate in the eligibility determination process for Medi-Cal based on disability, if I have a physical or emotional problem that prevents me from performing normal work and the problem is expected to last at least a year.
- Apply for Medi-Cal benefits if my medical condition gets worse or significantly limits my ability to work. I understand that Medi-Cal enables me to receive benefits throughout California and covers more medical services than are available under the MSI program.
- Report to the Orange County Social Services Agency and my health care providers any health care coverage/insurance coverage I carry or am entitled to use. If I willfully fail to provide this information, I may be guilty of a criminal offense, or may be billed by my providers for any services I have received.
- Give a copy of my NOA letter to my physician, pharmacist, community clinic or any other provider. **I may be responsible for my bills if I fail to do so.**
- Notify the MSI program and my health care providers in the event that I receive money from an insurance claim or from an accident or injury lawsuit. **I understand that I must use this money to repay the MSI program for my medical services.**
- Cooperate with Orange County's quality review team if my case is selected for review. If I refuse to cooperate, my MSI benefits may be suspended or discontinued.

Filing a Complaint with the MSI Program

MSI members have the right to file a complaint with the MSI Program. Complaints from members may be made in writing. Forms are available on the MSI website.

(www.ochealthinfo.com/medical/msi)

Please send written complaints to the following address:

**MSI Program
PO Box 355
Santa Ana, CA 92701**

Complaints can also be made by telephone. MSI members can call the MSI Program at (714) 834-6248 or the MSI Patient Relations line at (866) 613-5178.

Translation services are available in most languages via LinguaLinx services.

Complaints must be filed with the MSI Program within sixty (60) calendar days of the incident giving rise to the complaint.

Resolution of Complaint

Once received, the MSI Program will examine your complaint and will respond to you within forty-five (45) calendar days. During this period, MSI may contact you for additional information regarding your complaint.

Once a determination or resolution has been made, the MSI Program will notify you, in writing, of the disposition of your complaint.

Other County Resources

Behavioral Health, Alcohol and Drug Abuse Services

The MSI program works with the Health Care Agency's Behavioral Health Services department to provide limited coverage of behavioral health services.

To qualify for Mental Health Benefits, you must have at least one of the following impairments as a result of the diagnosed mental disorder:

- A significant impairment in an important area of life functioning
- A probability of significant deterioration in an important area of life functioning

If you are determined to be in need of Mental Health Services, you will be eligible to receive psychiatric pharmaceuticals and outpatient treatment. You may also be able to receive inpatient Mental Health Services if you meet one or more of the following criteria:

- Represent a danger to yourself or others
- Due to your mental disorder, are prevented from providing for, or utilizing food, shelter, or clothing
- Due to your mental disorder, place your own health and safety at risk
- Require further psychiatric evaluation or medication treatment that cannot be provided on an outpatient basis

The locations listed below are for reference only. MSI Patients should discuss behavioral health matters with their Primary Care Physician/Medical Home. If you feel that you need immediate help, please contact the numbers below for an evaluation to determine if you meet the criteria for obtaining Mental Health Benefits through the MSI Program.

Alcohol and Other Drug treatment may also be available pending an evaluation by Behavioral Health Services.

Behavioral Health, Adult Inpatient and Evaluation and Treatment Services (ETS)

Behavioral Health Adult Outpatient Services

Anaheim

2035 E. Ball Road
Suite #200
(714) 517-6300

Costa Mesa

3115 Redhill Avenue
(714) 850-8463

Fullerton

211 W. Commonwealth Avenue
(714) 447-7000

Mission Viejo

23228 Madero
(949) 454-3940

Santa Ana

1200 N. Main Street
Suite #201
(714) 480-6767

Westminster

14140 Beach Boulevard
Suite #223
(714) 896-7566

Outpatient Alcohol and Drug Abuse Services

(Currently, available from BHS only)

Aliso Viejo

5 Mareblu, #100
(949) 643-6930

Anaheim

2035 E. Ball Road
Suite #100
(714) 517-6146

Costa Mesa

3115 Redhill Avenue
(714) 850-8431

Fullerton

211 W. Commonwealth Avenue
Suite #204
(714) 447-7099

Santa Ana

1725 W. 17th Street

(714) 834-8600 (Methadone)

Santa Ana

1200 N. Main, Suite #301

(714) 480-6660

Westminster

14140 Beach Boulevard,

Suite #200

Behavioral Health – Alcohol and Drug Abuse Services

(714) 896-7574